

# The Human Side

A newsletter from the  
Department of Human Services

February/March/April 2004

## EMPLOYMENT SERVICES PARENT TRAINING/LIFE SKILLS DEVELOPMENT PROGRAM

The Employment Services Bureau, effective January 1, 2003, assumed the Parent Training/Life Skills Development Program. This is a cognitive learning system designed to enhance and improve the functional day-to-day living and problem solving abilities and skills of families living in Miami Dade Housing Agency's Public Housing Developments and also the general community. Rainbow Village, Annie M. Coleman, Culmer Place, Liberty Square and Little River Terrace all provide parenting skills training through individual and family counseling. Training is also held at two public schools, Henry Reeves Middle School and Van E. Blanton Elementary School.

The Center for the Improvement of Child Caring (CICC) conducted a five-day Parenting Instructor Training and Certification Workshop which included Employment Services administrators and staff, and staff from the Community Action Agency. Established in 1974, CICC has grown to become one of America's largest and most influential parenting and parent training organization. It is a private, non-profit community service, training and research corporation. The Center has trained over 5,000 instructors in 44 states through its instructor training workshops.

CICC program makes use of 32 African proverbs as it teaches major parenting strategies. The program promotes and teaches ideas for having regular chit-chats with children in the family. It focuses on unique issues of raising children in single parent families, and family methods for preventing childhood drug use and abuse. Child development information is shared and ethnic issues regarding child abuse are explored.

Research on the impact of this program shows that it (1) improves the quality of family relations (2) reduces harsh and abusive child rearing practices, (3) improves parental mental health and (4) diminishes child behavior problems. The Effective Black Parenting curricu-



lum is considered to be a national model and it is currently used in cities throughout the United States as part of comprehensive plans to prevent child abuse, drug abuse and juvenile delinquency.

Employment Services is excited about bringing this important program to the community with class sessions conducted on

a quarterly basis throughout the year. The curriculum includes basic parenting skills, modern self-discipline techniques, money management, healthy living, and ways to keep a clean and safe home environment. In addition, participants receive referrals to appropriate community-based organizations for supportive assistance and counseling to meet their needs.

In December 2003, two graduation ceremonies were held for participants of the Parent Training/Life Skills Development Program, befitting their commitment of achieving their goals. The first was on December 18 at Perrine Gardens for residents living in Florida City, Homestead, Goulds, Modello, Arthur Mays and surrounding South Dade communities. Ms. Sharon Jenkins, Site Manager, Modello Gardens was the guest speaker, and two guest soloists were Carl Ramsey and Theophius Bethel. On Friday, December 29, a second graduation ceremony was held at the Liberty Square Auditorium for residents of Liberty Square, Annie Coleman Gardens, Rainbow Village, Culmer Gardens, Poinciana Park Elementary, Van E. Blanton Elementary, Henry E.S. Reeves/Edison Elementary, Lutheran Services, South Miami and Coconut Grove to cover the central and north Dade County areas. In total, approximately 108 participants completed the program in 2003 with even more anticipated for 2004.

# Director's Message



The Department is currently involved in budget preparation which is a whole new process starting this fiscal year 2004-05 budget called the Resource Allocation Process. This process involves the pricing of departmental activities by program, gathering goals and performance measures for each of the programs, the identification of available revenues and other resources, and the determination of priorities for funding to advance a resource allocation plan. The priorities will be determined based upon the County's Strategic Plan and the Department's Business Plan allowing priorities to drive the allocation of resources, rather than forcing the determination of priorities based on the availability of resources. This process reflects a change in philosophy that will certainly be challenging. Our Resource Allocation meeting is scheduled for Monday, April 5 with the Office of Strategic Business Manager.

In October 2003, the County Manager conducted a Results Oriented Government Conference/Workshop for all Department Directors and their Management Teams. Discussion centered around the County's strategic plan, divided into desired outcomes and goals. As part of the Health and Human Services area, the Department of Human Services addressed seven goals through identified outcomes with strategies, performance measures and levels, and tasks and activities that would reach these objectives. The draft strategic and business plan was presented at the Supervisors meeting on November

19. Now, the County Manager would like every Miami-Dade County employee to become trained and knowledgeable about the Results Oriented Government Initiative. The training will be conducted by Department staff starting in March through September 2004. Objectives include a basic understanding that the County has a plan; understanding the County's mission statement; understanding the value statement of the County's plan; understanding the Manager's concept of Delivering Excellence through Results-Oriented Government Initiative; understanding that DHS has a business plan and how it supports the countywide plan; and understanding all staff's individual role in supporting our business plan.

The Board of County Commissioners is expected to consider a new \$1.6 to \$2 billion bond referendum which would be on the November 2 general election ballot. Project areas include economic development and new business development in older urban areas, neighborhood improvements, accessing services, community safety, environmental issues, health care and affordable housing. DHS facility enhancement would be directly affected by this bond program.

Recently, Child Development Services (CDS) submitted a NACo Award for Leadership in the Early Childhood Field, nominating Mayor Alex Penelas, and he has been awarded this individual NACo Award. Good job CDS.

The Department will once again be participating in the Dade County Fair and Exposition starting Thursday, March 13 through Sunday, March 30, 2004. Employees from the various offices/bureaus/divisions have been assigned and they will be receiving their materials and entrance passes in the near future.

Dean Taylor, Sr.

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## ***The Human Side***

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## GRADUATION CEREMONY

On the evening of December 10, 2003, Child Development Services, Family Life Education Program, held graduation ceremonies at the Joseph Caleb Center Meeting Room, for parents who participated in the Parenting Life Skills Groups. These parents, wearing robes with a scarf, proudly marched to the tune of "Pump N Circumstances."

Ms. LaTrell Robertson, a children and family advocate, was the Mistress of Ceremonies. Mr. Willie Gordon, Sr., Director of Community Health and Education, delivered the Invocation and Mr. Richard Signori, Special Projects Administrator for Child Development Services, brought greetings. Ms. Cybill Lee, a former graduate of the Parenting Life Skills Program, and currently



a teacher for Dade County Public School System, was the keynote speaker. Ms. Gloria Sims, Social Services Administrator, Child Development Services, assisted with presenting the Certificates of Completion to the graduates.

One of the highlights of the program was a group of "Little Angels", from Lucie G. Joseph Family Daycare Home, and children of some graduating parents, sang Christmas Carols. A dinner reception for the

graduates, family members, and invited guests, sponsored by the Chef Townson of Southern Experience, Inc, followed the graduation ceremonies.

## ADVOCATES FOR VICTIMS-VICTIM ASSISTANCE PROGRAM

Since its inception in 1974, the Victim Assistance Program (VAP) has been helping innocent victims of violent crime. This assistance is available not only to local residents, but also to anyone who becomes a victim while in our community. The primary goal of VAP is to return victims, as much as possible, to their pre-victimization state. The trauma associated with victimization is mitigated when assistance is provided promptly, and this program is available on a 24-hour basis for emergencies.

VAP services include resource and service referrals, local transportation, food, clothing, emergency accommodations, and most importantly, financial assistance through a direct relief fund. Financial assistance is most commonly provided for purpose of rent, utilities, medication, replacement of passports, visas, identification, airline tickets and many other miscellaneous expenses. Victims are assisted in filing claims with the State of Florida Bureau of Crime Compensation. This may compensate claimants for wage loss,

lost of support, permanent disability, funeral and burial expenses, treatment expenses, mental health counseling, property loss of elderly over 60 years, or disabled adults, and domestic violence relocation expenses.

VAP works closely with a variety of local service providers to ensure that victims are linked with additional services and support to which they are entitled. Most common referral sources include Jackson Memorial Hospital, the State Attorney's Office, Police municipalities, Domestic Violence Intake Unit and other Miami Dade County Departments.

As an award-winning program, VAP has been recognized as the "Lighting the Path to Justice" Victim Services Award, for dedication and outstanding services to crime victims presented by the State Attorney, award of \$48,000 by a private donor for direct relief and domestic violence advocacy, and Social Work Team of the Year.

## RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)

The Retired and Senior Volunteer Program (RSVP) is holding its annual Recognition Luncheon on Friday, March 26, from 11:30 a.m. to 1:30 p.m. at the Radisson Hotel, 711 NW 72<sup>nd</sup> Ave. This event is to thank all the RSVP volunteers that give their free time to our community.

## EQUAL OPPORTUNITY BOARD NEWS

Congratulations to the Equal Opportunity Board staff for a stellar performance during the first quarter of Fiscal Year 2003-200. One hundred six investigations were completed, of which 59% were written determinations and 20% settlements. The monetary benefit to complainants was \$204,307, an increase of 132% over the same time frame in Fiscal Year 2002-2003. Only 8% of the determinations were appealed.



## Personal Matters

- Karlene Cover, Secretary; Donna Wilson, Child Care Program Supervisor; Mary Veloiz, Child Care Training Specialist; Barbara Gonzalez, Secretary; Marie Claire Dorcely, Secretary; Tanaka Charles, Office Support Specialist II; Litza Galan, Training Specialist; all received a letter of appreciation from the County Manager for their participation in the FTAA meetings in Miami, November 15 through November 22, 2003.
- Earl Garrett with the Equal Opportunity Board became a grandfather for the first time of Asher Faith David, born February 18, 2004, weighing 8 lbs. 10 ounces. Congrat!
- Cynthia Rafi, Office of Administration, Personnel/Administrative Services Division, recently earned certification as a Professional in Human Resources (PHR). The certification, awarded by the Human Resource Certification Institute (HRCI), signifies that Cynthia possesses the theoretical knowledge and practical experience in human resource management necessary to pass a rigorous comprehensive examination demonstrating a mastery of the body of knowledge in the field.

Cynthia completed the first Miami-Dade County Human

Resource Management Certificate course offered by Miami-Dade University (ERD) and Barry University in preparation for the December 6<sup>th</sup> examination. The course enhanced her knowledge and skills in the following areas: Strategic Management, Workforce Planning & Employment, Human Resource Development, Compensation & Benefits, Employee & Labor Relations, Occupational Health, Safety, & Security

Susan Meisinger, SHRM, President and CEO of the Society for Human Resource Management (SHRM) states that "Certification as a human resource professional clearly demonstrates a commitment to personal excellence and to the human resource profession".

HRCI is the credentialing body for human resource professionals and is affiliated with the Society for Human Resource Management (SHRM), the world's largest organization dedicated exclusively to the human resource profession. The Institute's purpose is to promote the establishment of professional standards and to recognize professionals who meet those standards. Congratulations to Cynthia.

## A Client Success Story at HART Homeless Program

The Homeless Assessment, Referral & Tracking (H.A.R.T.) Program is happy and proud to announce that the first recipient of the "Friends of Drug Court" Award, which is a low 1% interest housing loan which assists clients with the security and first month's down payment for housing, is a HART client! After losing his business, family and friends to substance abuse, our client was homeless. A life in the streets and abusing drugs landed him in jail. He was initially referred by the courts to the HART Program in June 2003. HART was ready to place this client into treatment in July, however, prior to placement by HART, he was released from jail on his own recognizance. Our client was again arrested within one month, in August, 2003 and once again was referred to HART. This time he was released into a treatment program ten days after his arrest. Under HART's supervision he has remained in treatment, drug free and has become employed. Now ready to find his own apartment and, after applying for the "Friends of Drug Court" loan, he has been approved. A check in the amount of \$1,100 was issued to our client last week!

Not having the necessary funds to secure independent housing causes many clients to return to life in the streets. With this money, our client is now able to pay the security and first month's rent on his own apartment, and is now looking forward to re-starting his roofing business. HART will continue monitoring this client until his graduation from drug court in approximately six months.

## SPECIAL HOLIDAY SEASON FOR DELINQUENCY PREVENTION CLIENTS

This Holiday season, clients and families of the Delinquency Prevention Services (DPS) were the lucky recipients of many needed items and gifts from caring individuals and groups in the community. In November, the Miami Progressive Firefighters donated turkeys to needy DPS families. In December, South Dade Senior High School donated turkeys and canned goods to more DPS families. Community Bank of Florida and Team Metro also donated canned goods, and the bank donated gift certificates to local stores. Toys and gifts for DPS youth were also donated by Homestead Hospital and the Miami Dade Firefighters. In addition, Channel 4 Neighbors 'adopted' over 20 DPS families, and coordinated communitywide efforts to obtain much needed items and other gifts for them. Cynthia Stennis, Social Worker Aide, was instrumental in obtaining all these donations. DPS also 'gave back' to the community this holiday season. Clients and staff 'adopted' almost one hundred toddlers and babies whose mothers attend Cope South Senior High School. Toys were bought, gift wrapped, and delivered to the happy youngsters and their mothers. Cope South presented DPS with a personalized Certificate of Appreciation as well as many beautiful thank-you letters.



## YOUTH CRIME PREVENTION FORUM A SUCCESS

On Monday, December 26<sup>th</sup>, the Delinquency Prevention Services Role Models Program conducted its winter Crime Prevention Forum For At-Risk Youth. The theme of the forum was local politics, and several local civic leaders and politicians engaged in dialogue with the program youth in attendance. Guest speakers included Dade County Commissioner Sally Heyman, District 4; Mayor Horacio Feliu, City of South Miami; Andre Ragin, Office of the County Manager; Rolando Gonzalez, Victory for Youth; and Jimmy Elias, Renaissance Ballrooms. The speakers addressed issues that dealt with their own youth such as making the right decisions and avoiding negative peer pressure. Gift certificates were awarded to some program participants compliments of Costa Colors Nurseries. The forum was a big success, and



it received media attention on English and Spanish television stations.

DHS Delinquency Prevention Services provides diversion programming serving eligible felony and misdemeanor juvenile offenders. Goals and objectives are designed to reinforce offender and system accountability, serve the best interests of juveniles, benefit victims, reduce the burden on the Court system, and address community

impact by maximizing re-offense prevention.

It is extremely important for children to have role models that will influence them to move along a positive path and a crime-free life style. Partnering with the Florida Department of Juvenile Justice, Florida's 11th Judicial Circuit, the Public School System, Community Based Service Providers, our Juveniles and their families ensures a holistic approach in creating a non-violent world.

## EMPLOYEE FOCUS—HELPING WOMEN FIND JOBS

Dr. Crystal Archable believes in the principle of empowering people, and when she saw the opportunity to help women in search of productive work, she set out to gather clothes from friends and associates. She learned of Positive Images of Broward County through Georgia Foster, executive director and a fellow parishioner at the Universal Truth Center for Better Living in Miami.

The church is part of a group of churches called the Universal Foundation for Better Living, based in Chicago. They believe every man is entitled to a healthy, happy, prosperous life, and the way to get that life is by practicing the principles taught by Jesus.

In her spare time, Crystal runs a GED program out of the Opa-locka Work Release Center for the 1,000 member church, sings in the choir and sits on the church board. She also makes time for clothes drives. Last year, she collected four large garment bags of career wear to donate to Positive Images. In all, she gathered about 50 dresses and



suits from friends and associates, who, like herself are Professional women. Positive Images makes sure that women in need have proper attire and have a proper mental attitude in terms of work ethic. Dr. Archable's effort was so successful, she plans on doing it whenever she can.

Dr. Crystall Archable heads the Developmental Holistic Services Unit within Child Development Services, which was created to assist children and families in the community who are experiencing adjustment difficulties to daily living. Presently, there are three components to the program. (1) PreSTEP which works within the early care and education system to provide interventions in the learning environment to children who are adjusting poorly to their learning setting. (2) Family Education and Life Enrichment trains parents to parent better through a six to eight hour training. (3) Clinical Services Unit provides therapeutic services to children and families through individual, group, and family therapy.

## Welcome to New Employees

Nancy M. Banchs, CDS  
Luz Bazan, EDVS  
Evangelista Boschm, EDVS  
Ana A. Delegado, ESB  
Reyna I. Garcia, CDS  
Susan Garcia, CDS  
Olga Gonzalez, EDVS

Stephanie Guthrie, EDVS  
Carlos Hernandez, CDS  
Eulusandra Hill, CDS  
Meryn Josende, CDS  
Sonia Lazaro, EDVS  
Mercedes Lora, EDVS  
Samuel Menard, CDS

Ana Novoa, EDVS  
Gladys Pena, EDVS  
Aliria A. Pedraza, CDS  
Yadira Power, EDVS  
Manuel Rodriguez, FPFS  
Maria Thevenin, EDVS  
Magda Yubero, CDS



## TOY DRIVE 2003

The Holiday Toy Drive coordinated by the Department collected and distributed a total of 539 toys. The toys were distributed to the following centers: South Dade Skills Center, Opa-locka Neighborhood Services Center, Community Action Agency, Naranja Neighborhood Services Center, Psychological Services Developmental Programs, Blanche Morton Hialeah Neighborhood Services Center, Frankie Shannon Rolle Neighborhood Services Center, Liberty City Health Services Center.



## Department Supervisors Meeting

As part of a Department-wide effort to exchange information and ideas, and to keep supervisors and administrative staff updated on Department and County initiatives, the Bi-monthly Supervisory meetings were instituted in October 2001.

A schedule has been developed for this calendar year. The first meeting will be held on Friday, March 5, with the Employment Services Bureau responsible for coordination. Other dates and office responsibility are as follows:

### Date

Tuesday, April 20, 2004

Wednesday, June 16, 2004

Wednesday, August 25, 2004

Wednesday, October 20, 2004

Wednesday, December 1, 2004

### Staff Responsible

Dr. Ana Maria Faraci

Dr. Carolina Montoya

Maria Binelo

Carmen Morrina

Irene Taylor-Wooten

## Equal Opportunity Board Volunteer Mediators

Since 1998, the Equal Opportunity Board (EOB) and Nova Southeastern University, School of Social & Systemic Studies, Department of Dispute Resolution has collaborated in a mediation program on discrimination issues filed with the Equal Opportunity Board. This program has enhanced the EOB's ability to respond to complaints in a timely fashion.

On December 18, 2003, volunteer mediators of the Miami-Dade County Equal Opportunity Board were presented with Certificates of Appreciation by the Board of County Commissioners. Pictured from left: Marcos Regalado, EOB Director; Chairperson Barbara Carey-Shuler; Mediators, Conception Tuma, Hilda Geer, Fernando Cabrera, Yola Menard, Robeca Aghion; Neysa Mazzarese, EOB, and Commissioner Jimmy Morales.



## SOCIAL WORKER LUNCHEON

This year's Social Worker Luncheon will be held on Friday, March 26, 2004 at the Airport Hilton. The Department has two nominations for Social Worker of the Year, Patricia Howard and Edward Dada, both from the Neighborhood Assistance Bureau, and Social Worker Team of the Year, Hope VI-Community Supportive Services Program, from the Employment Services Bureau.

## THE JOY OF GIVING

Receiving a gift can make us very happy, but nothing can compare to the joy we receive when we are able to give a gift to someone less fortunate. This year the Eugenio Maria de Hostos Neighborhood Center in Wynwood was successful at helping hundreds of less fortunate families by providing them with Thanksgiving Food Baskets, Turkeys, Food Certificates and toys for the Holidays. This was all possible thanks to the continued support of corporations and individuals who generously contribute to these events on an annual basis.



Our most sincere appreciation goes to the following contributors: Bacardi Martini USA, Van Guard Security, Seaboard Marine, Carlos Albizu University, Wynwood Community Advisory Committee, Kidco Daycare Centers, Miami Springs Middle School, Coral Reef Senior High School, National Conference of Puerto Rican Women, Twin Oil Company, Samuel & Co. LLC, Marilyn Colon, P.A., and Dynamic CDC. Many thanks to our supporters and may they enjoy a wonderful new year.

## DEDICATED ADVOCATE FOR THE ELDERLY

On January 29, 2004, Edeline Clermont, R.N. of the Care Planning Unit in the Elderly, Disability and Veteran Services Division, received the Elder Advocate Award, presented by the Dade County Alliance for Aging luncheon held at Parrot Jungle. The Elder Advocate Award is presented to someone who has made outstanding contributions to the South Florida community as an advocate for elders. The award winner has actively participated in lobbying local city, county, state, and/or nationally elected officials on issues improving the lives of the 60 plus population.



Mrs. Edeline Clermont is a Registered Nurse with 27 years experience in the aging field. She is also a licensed risk manager, a legal nurse consultant and certified case manager. She is a strong advocate for women, children and more specifically the elderly population. She volunteers countless hours to attend meetings, take time out of her job to attend conferences throughout the nation to advocate for this often times "forgotten group". She volunteers with Borinquen Clinic which provides health care to underserved senior citizens in Little Haiti and Little Havana areas. She plays a vital role in the life of

people with Alzheimer's disease and educates others about their needs. She does outreach through the County to shed light on the conditions of the elderly.

In 2002, she was successful in lobbying the Mayor of Dade County, the Honorable Alex Penelas, for funds to create a Haitian Senior Center in Little Haiti. This type of program was not available to that population prior to her intervention. She was successful in obtaining \$350,000 to start and maintain such a program. Today the center is serving 50 elderly Haitian American citizens, has a waiting list and continues to thrive.

A leader not only for the Haitian community, but also for the community at large as exemplified by working with several Boards, the Greater Miami Chapter of the Alzheimer's Association, Unite for Dignity, Dade Community Foundation, AIDS Task Force, Elderly Abuse Task Force, Haitian Senior Task Force, and Haitian American Youth of Tomorrow. She has authored several articles about Alzheimer's disease, Nutrition and Alzheimer's, Drug and Alcohol Abuse, AIDS and the Elderly.

## DSAIL PROGRAM RECEIVES RECERTIFICATION

Elderly, Disability and Veterans Services DSAIL Employment Program Team recently received a three year re-accreditation from the prestigious Commission on Accreditation of Rehabilitation Facilities (CARF).

In addition, due to the efforts of the Veterans Services Program one of their clients received a retroactive check from the Veterans Administration for \$160,000.



## SERVICE AWARDS

### 20 Years

Paul Bain, FPFS  
Martha Estes, FPFS  
Maria de Fernandez, ORS  
Carolyn Jones, CDS  
Yanick Lemonier, CDS  
Letty Llorente, FPFS  
Leonard Rubinstein, EDVS  
Hidalbert Sanchez, EDVS  
Ivory Scurry, ORS  
Michael Sease, ORS

### 25 Years

Migdalia Deus, EDVS  
Theresa Gaitor, NAB  
Gloria Martin Greene, CDS  
Patricia Hall, EDVS  
Elois Humphreys, ORS  
Zoe Lattimer, ORS  
Sara Lenett, DVOB  
Irene Magwood, EDVS  
Patricia Marshall, ORS  
Elisa McCord, PS  
Gloria Panchano, NAB  
Alfred Jean Pierre, EDVS  
Gus Rhaney, NAB

### 30 Years

Maria Acosta, CDS  
Gale Aldrich, OA  
Nelly Banatte, CDS  
Yohnah Bashui, FPFS  
Linda Bellamy, ORS  
James Bowens, CDS  
Juanita Brantley, ORS  
Ruth Brown, ORS  
Bessie Butler, ORS  
Teresa Cendan, OA  
Joseph Clark, ORS  
Dorothy Daly, ESB  
Nancy Darling, NAB  
Betty Davis, OA  
Cynthia Davis, ORS  
Ernestine Davis, FPFS  
Carolyn Dupree, CDS  
Martha Garrison, OA  
Sheik Insanally, CDS  
Preston Morgan, ORS  
Harry Passmore, CDS  
Shirley Richardson, ORS  
Norma Stiles, ORS  
Irene Taylor-Wooten, NAB  
Cheryl Webb, OA  
Colette Whitfield, EDVS

## RETIREMENTS

Gladis Bahamonde	November 30, 2003
Paul Sweeney	November 30, 2003
Norval Ruff	December 19, 2003
Edna Jackson	December 31, 2003
John Rost	December 31, 2003
Karolyn Ware	February 29, 2004
Jose Arias	February 28, 2004
Audrey Beech	March 26, 2004
Ana H. Gonzalez	March 31, 2004
Yvonne Pickett	April 23, 2004